

First Fridays Product Test Program

Kristal Byrd
GSA Usability Specialist

- Shop All Departments
- Unlimited Instant Videos >
- MP3s & Cloud Player > 18 million songs, play anywhere
- Amazon Cloud Drive > 5 GB of free storage
- Kindle >
- Appstore for Android > Get Dominos for free today
- Digital Games & Software >
- Audible Audiobooks >
- Books >
- Movies, Music & Games >
- Electronics & Computers >
- Home, Garden & Tools >
- Grocery, Health & Beauty >
- Toys, Kids & Baby >
- Clothing, Shoes & Jewelry >
- Sports & Outdoors >
- Automotive & Industrial >

Hello, tom pearlman. We have [recommendations](#) for you. (Not tom?)
 tom's Amazon.com | [Today's Deals](#) | [Gifts & Wish Lists](#) | [Gift Cards](#)

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Kindle \$79 Kindle Touch \$99 Kindle Fire \$199

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 PS VITA

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Reuse AmazonBasics NiMH precharged rechargeable batteries up to 1,000 times. Available in AA and AAA sizes.

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More Items to Consider

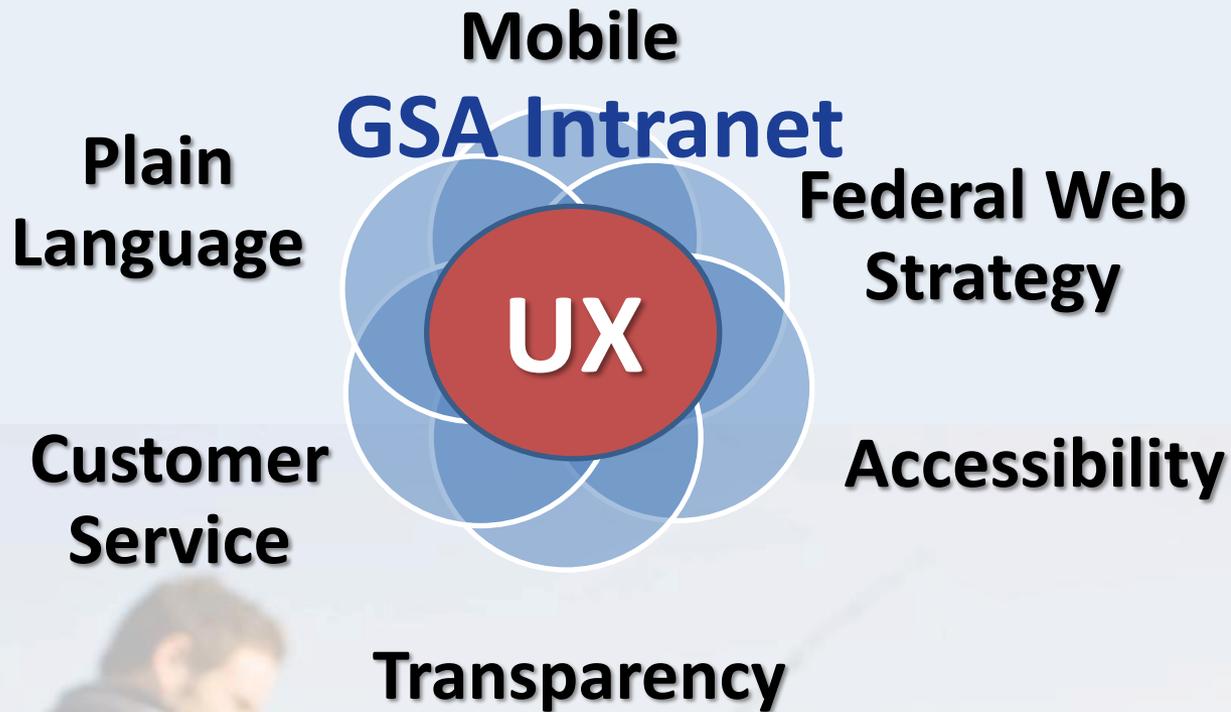
You viewed Customers who viewed this also viewed

Engineered for easy

<p>A Nation of Moochers: America's... Charles J. Sykes Hardcover \$25.99 \$15.65</p>	<p>Ameritopia: The Unmaking of America Mark R. Levin Hardcover \$26.99 \$16.01</p>	<p>50 Rules Kids Won't Learn in School... Charles J. Sykes Hardcover \$21.99 \$13.81</p>	<p>Dumbing Down Our Kids: Why American... Charles J. Sykes Paperback \$17.99 \$11.29</p>	<p>Profscam: Professors and the Demise... Charles J. Sykes Hardcover \$18.95 \$14.21</p>	<p>Chicks with Guns Lindsay McCrum Hardcover \$45.00 \$26.46</p>	<p>The Politically Incorrect Guide to... Steven F. Hayward Paperback \$19.95 \$13.57</p>
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TurboTax 2011
 Guides You Step by Step to Your Biggest Refund

[Learn more](#)



Teaching Agencies to “Fish”

TRAVEL.STATE.GOV
A SERVICE OF THE BUREAU OF CONSULAR AFFAIRS
U.S. Department of State

INTERNATIONAL TRAVEL | PASSPORTS | VISAS | CHILD ABDUCTION | LAW & POLICY | Search this site

Passports

- Apply for Passport
- Renew Passport
- Processing Times
- Fees
- Forms
- Get a Passport in a Hurry
- Application Status
- Passport Card
- Change or Correct Passport

Passports

Print | Email

Passport Announcements

- Puerto Rico Birth Certificate Law
- Castellano Class Member Applications Due December 31

Apply for a U.S. Passport | Renew By Mail

Ready
Prepare. Plan. Stay Informed.

FEMA

CONTACT US

BE INFORMED TAKE ACTION BE PREPARED

- What to do before, during, and after an emergency.
- Prepare, plan and stay informed for emergencies.
- Build a kit for disasters to be prepared.

USAJOBS
"WORKING FOR AMERICA"

What: (keywords) | Where: (U.S. city, state or zip code) | Browse Jobs | Advanced Search | International Search

Search Jobs

First Time Visitors | Why Work for America? | Special Hiring Events

Individuals with Disabilities | Veterans | Students and Recent Graduates | Senior Executives

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This is a United States Office of Personnel Management website.
JOBS is the Federal Government's official one-stop source for Federal jobs and employment information.

Home | FAQs | Site Index | Contact Us | Chat

USA.gov
Government Made Easy

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30+
Sites
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OnGuardOnline

TOPICS | GAMES | VIDEOS | TOOLS | ABOUT US | File a Complaint | EN ESPAÑOL | SEARCH

OnGuardOnline.gov provides practical tips from the federal government and the technology industry to help you be on guard against Internet fraud, secure your computer, and protect your personal information.

- Learn Experts' Top Tips for Computer Security
- Test your Cyber Smarts with Interactive Quizzes
- Watch Videos About Online Safety

Wi-Fi Hotspots: Wi-Fi hotspots are convenient but they're often not secure. Learn how encryption protects your personal information, and get...

Not Caters: Kids have many ways of socializing online, but they come with certain risks. These 500 data experts help to keep about...

Heads Up: Heads Up: Stop Threat. Click helps kids learn why and how to stay safe online.

IRS

Individuals | Businesses | Charities & Non-Profits | Government

I need to file my tax return

Forms & Pubs | **Hot Topics** | **Tools**

- W-9
- 1099MISC
- Free File: It's Fast, Easy & Secure
- Order a Return

Office of Integrated Technology Services

The Integrated Technology Services (ITS) organization combines many of GSA's Information Technology (IT) programs into a single FAS business portfolio.

The main components of ITS are:

- Acquisition Operations
- IT Schedule 70
- Governmentwide Acquisition Contracts (GWAC)
- Telecommunications and Network Services
- Strategic Solutions and Security Services
- Planning and Portfolio Management
- Program Support

ITS works with GSA's industry partners and customers to ensure that solutions are the best, most up-to-date technology solutions. Customer agencies can choose from many acquisition vehicles and e-Tools to procure information technology, software, telecommunications products, services, and integrated solutions that best fit their acquisition and mission needs. ITS also provides program leadership across the 11 regional Network Services organizations.

Headed by Assistant Commissioner Mary Davis, part of ITS was formerly known as the Federal Technology Service (FTS), and was renamed when the former Federal Supply Service

CONTACTS

GSA Technology Solutions - Call 24 hours a day, Mon - Fri (866) 377-0070
•NCS/customer.service@gsa.gov
•View Contact Details

GSA ITS

Learn how IT Schedule 70 can benefit your agency? View Schedule 70 presentations and training <http://gsa.usa.gov/ITS#schedule70> #gsa

4 minutes ago - reply

We've revamped the entire IT Schedule 70 section of our site! Check it out:

Office of Natural Resources Revenue

ONRR
THE OFFICE OF NATURAL RESOURCES REVENUE

VALUATION
FEDERAL & INDIAN PRICES/VALUATION

INDUSTRY
PAYORS & REPORTERS

ONRR Mission:

"To ensure the full and fair return to the American people of federal and Indian royalties and of public resources in the production of conventional and renewable energy and mineral resources."

ONRR Manages Mineral Revenues

The ONRR is responsible for management of all revenues associated with both federal offshore and onshore mineral leases. The effort is one of the federal government's greatest sources of non-tax revenues.

Press Releases, News & Pop

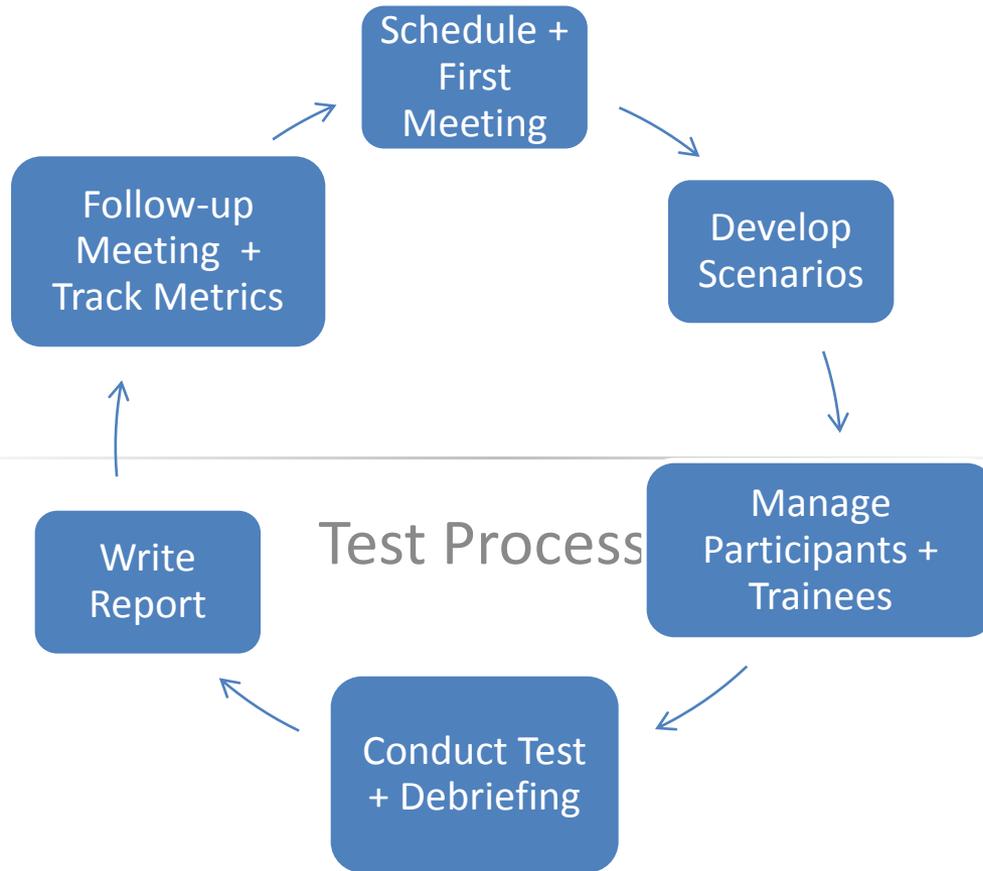
Press Releases | FR Notices | Reporter Letters

Latest ONRR Press Release

What is RSS? | Subscribe

Interior's ONRR collects \$25 million to

Test Process



Example 1:

Helping Passports Take Flight

State Dept Passport Site



STEPS TO SUBMITTING FORM DS-11:

Read and understand **Steps 1 and 2 before** leaving this page. Please note, there are **special requirements** for minors under age 16 and minors age 16 and 17 when submitting Form DS-11.

STEP 1: Complete and Print Form

DO NOT SIGN Form DS-11 until you are instructed to do so at the Acceptance Facility.

When filling out Form DS-11 online, make sure that all of the entered information is complete and correct before printing. Print the completed form using black ink on one-sided pages.

[FILL OUT FORM DS-11 ONLINE](#)

- **If completing Form DS-11 by hand**, do so legibly and in black ink. Make sure that all of the entered information is complete and correct. Illegible applications may delay application processing times.

[PRINT A BLANK FORM DS-11](#)

NOTE: Form DS-11 can also be obtained from your local [Acceptance Facility](#) or a [Passport Agency](#).

Example 1:

Helping Passports Take Flight

State Dept Passport Site



STEPS TO SUBMITTING FORM DS-11:

Read and understand **Steps 1 and 2 before** leaving this page. Please note, there are **special requirements** for [minors under age 16](#) and [minors age 16 and 17](#) when submitting Form DS-11.

STEP 1: Complete and Print Form

Enter the information online and print Form DS-11. Print the completed form using black ink on one-sided pages.

Complete Online & Print

OR

Print a blank Form DS-11 and complete by hand. Print the form on one-sided pages and complete with black ink.

Complete by Hand

NOTE: Form DS-11 can also be obtained from your local [Acceptance Facility](#) or a [Passport Agency](#).

Example 2: GSA Intranet

Staff Directory

Last name: [GO](#)

First name:

[Complete Directory >](#)
[Reverse Phone Look-Up >](#)

- QUICK LINKS
- Careers
 - CHRIS
 - E2 Travel
 - Employee Express
 - FEDdesk
 - GSA Advantage!
 - Health and Wellness
 - Online University
 - Pegasys

- EMPLOYEE RESOURCES
- AGENCY TOPICS
- HELP LINES
- ORGANIZATION LINKS
- OTHER INSITES



SYNCHRONIZING: ADMINISTRATOR'S BLOG

Serving All Levels

GSA's customer base is broad and includes governments at all levels -- federal, state, and local. In her latest video blog post, Administrator Martha Johnson shares some of the important work that GSA does with state and local governments to support their critical missions. Hear about it, and join the conversation, on Martha's blog >



[Invite the Administrator to your event >](#)

LEADERSHIP IN A MINUTE

Bolstering Language Skills Helps Open Doors

In today's fast-paced, complex world, where clear and precise communication is essential, those who speak English less than "very well" are at a disadvantage. Sloan Farrell, Director for Equal Employment Opportunities, steps up to the leadership mike this week to explain the steps GSA is taking to assist those who struggle with English, and to help ensure they are afforded the same opportunities as everyone else.



[Video >](#)

AGENCY INITIATIVES: 1800 F Transformation | Sustainability | Telework | Google

INSIDE THE AGENCY

GSA's Feds Feed Families food drive triumphs

The GSA family proves it can give from the heart despite hard economic times and severe weather. [Story >](#)

Simple, low cost changes refresh public spaces; shape first impressions

In the past year, more than 50 federal spaces have changed dramatically, simply by reducing clutter, consolidating functions, unifying signage, and streamlining security. [Story >](#)

Plan, prepare, be informed for emergencies

National Preparedness Month highlights planning and education for emergencies and natural disasters at the job

GSA IN THE NEWS

Senate appropriators seek more funds for NARA, less for E-Gov account than House counterparts

9/19/11 Fierce Government
A Senate Appropriations Committee markup of the annual federal financial services and general government funding bill would give approximately 5 percent less than the president's request but nonetheless appropriate more than the fiscal 2011 enacted amount and the House's recommendation. [Full Story >](#)

How Do You Think Federal Websites Can Improve?

09/19/11 The White House Blog
Kudos to each agency member, and thought: How do you think

Example 2: GSA Intranet



GSA Intranet

GSA InSite All InSites

- GSA INSITE
- AGENCY TOPICS
- COLLABORATION
- ORGANIZATION
- OTHER INSITES
- DIRECTORY

Quick Directory

Last:

First:

[Directory Advanced Look-Up >](#)
[Reverse Phone Look-Up >](#)
[Help Lines & Support >](#)

Tools

- **BookIT!** (room scheduling)
- **CHRIS** (personnel files)
- **E2** (travel reservations)
- **Employee Express** (payroll)
- **FEDdesk** (time & attendance)
- **GSA Advantage!** (supplies)

Resources

- **Calendars and Events**
- **Directives** (orders)
- **Forms**
- **GSA job openings**
- **Training**

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360 Resources

AGENCY INITIATIVES

INSIDE THE AGENCY

GSA Adds Flight Properties

The addition of agency a fun properties and

[Story >](#)

LEADERSHIP IN A MINUTE

and the VA: A Tale of Customer Agency

FAS employee in Region 2 about a problem the VA was taking care of certain veterans, led into action. Regional Commissioner Paul McDermott shares in this week's Leadership in a





Year of Negotiations

THE NEWS

Chief of Staff Now on Twitter

op 2/10/2012

Robertson, the chief of staff at the General Services Administration, has joined Twitter. You can follow him at @RobertsonGSA. [Full Story >](#)

Example 3: A Simple Form

Search

Note that the search is case insensitive

Office Symbol

Pay Plan and Grade

Rating Period End Date between
(example: 23-Aug-2010)

Plans where you are the Main Appraiser

Occupational Series

Name

(example: 23-Aug-2010)

* Effective Date
(example: 23-Aug-2010)

Generate Perf. Plan Form(s)

Select Name	Main Appraiser	Appraisal Status	Perf. Plan Type	Rating Period Start Date	Rating Period End Date	Update Plan / Change Copy	Appraiser	Details	WorkSheet	Perf. Plan Form	C	V
No search conducted.												

Example 3: A Simple Form

Search

Note that the search is case insensitive

View plans where you are the main appraiser

* Effective Date: 
 (example: 22-Mar-2012)

Office Symbol: 

Pay Plan and Grade: 

Rating Period End Date between: 
 (example: 22-Mar-2012)

Occupational Series: 

Name: 
 
 (example: 22-Mar-2012)

Generate Perf. Plan Form(s)

[Select All](#) | [Select None](#)

Select	Name	Main Appraiser	Appraisal Status	Perf. Plan Type	Rating Period Start Date	Rating Period End Date	Copy	Update Plan / Change Appraiser	Details	WorkSheet	Perf
<input type="checkbox"/>	GSAtest, Donald D	GSAtest, Beta B	Plan in Progress	Annual	01-Oct-2011	30-Sep-2012					
<input type="checkbox"/>	GSAtest, Elizabeth E	GSAtest, Beta B	Plan in Progress	Annual	01-Oct-2011	30-Sep-2012					
<input type="checkbox"/>	GSAtest, Frank F	GSAtest, Beta B	Plan in Progress	Annual	01-Oct-2011	30-Sep-2012					
<input type="checkbox"/>	GSAtest, George G	GSAtest, Beta B	Plan in Progress	Annual	01-Oct-2011	30-Sep-2012					
<input type="checkbox"/>	GSAtest, Donald D	GSAtest, Beta B	Completed	Annual	08-May-2011	30-Sep-2011					
<input type="checkbox"/>	GSAtest, Elizabeth E	GSAtest, Beta B	Completed	Annual	08-May-2011	30-Sep-2011					

First Fridays are breaking through the clutter

34
Tests

574
participants

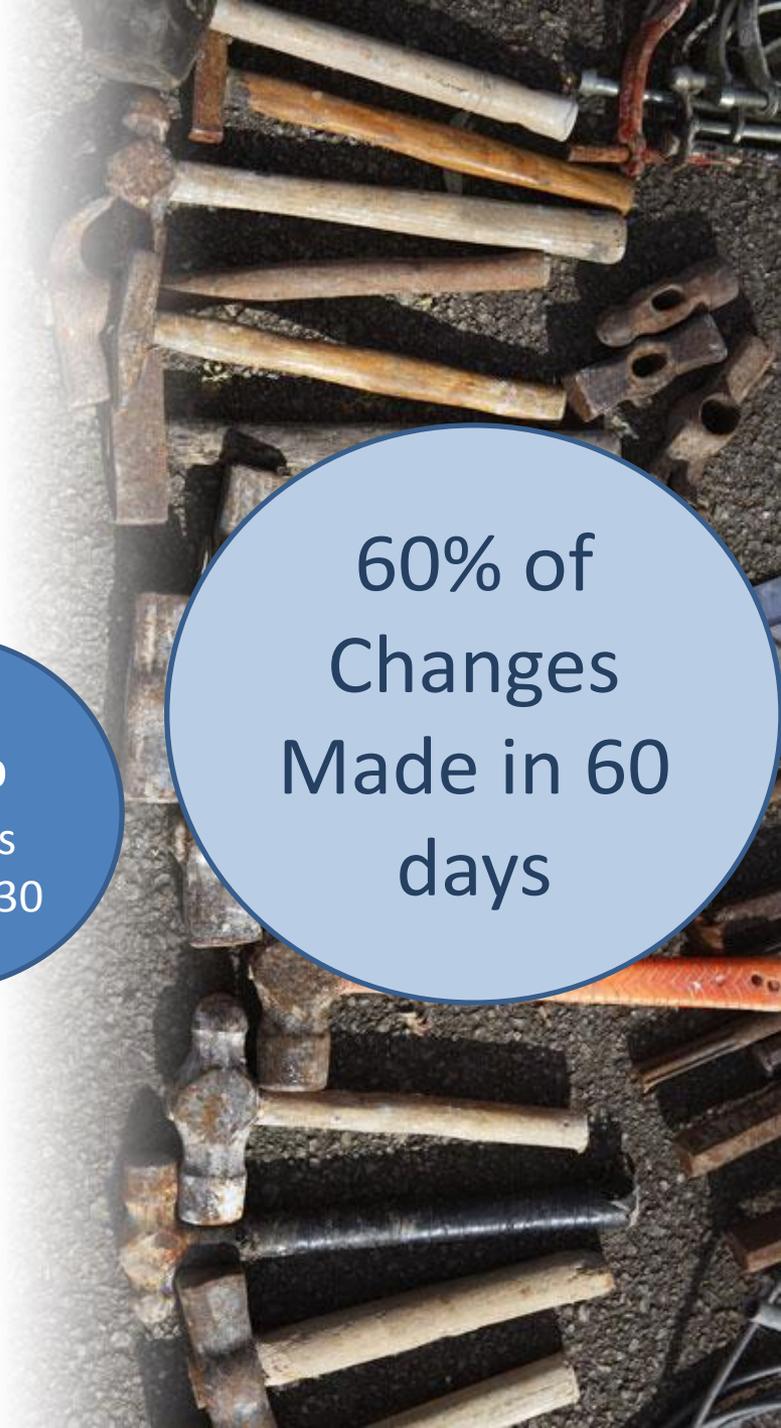
54
agencies

Goal:
80%
Changes
made in 30
days

3
New GSA
teams

20
facilitators
trained

60% of
Changes
Made in 60
days



Fish are expensive.

- \$17,000 / test (retail value of what we do)

So is bad design.

- \$12 per customer service call
- \$5 per web chat
- \$0.10 or less for web self-service



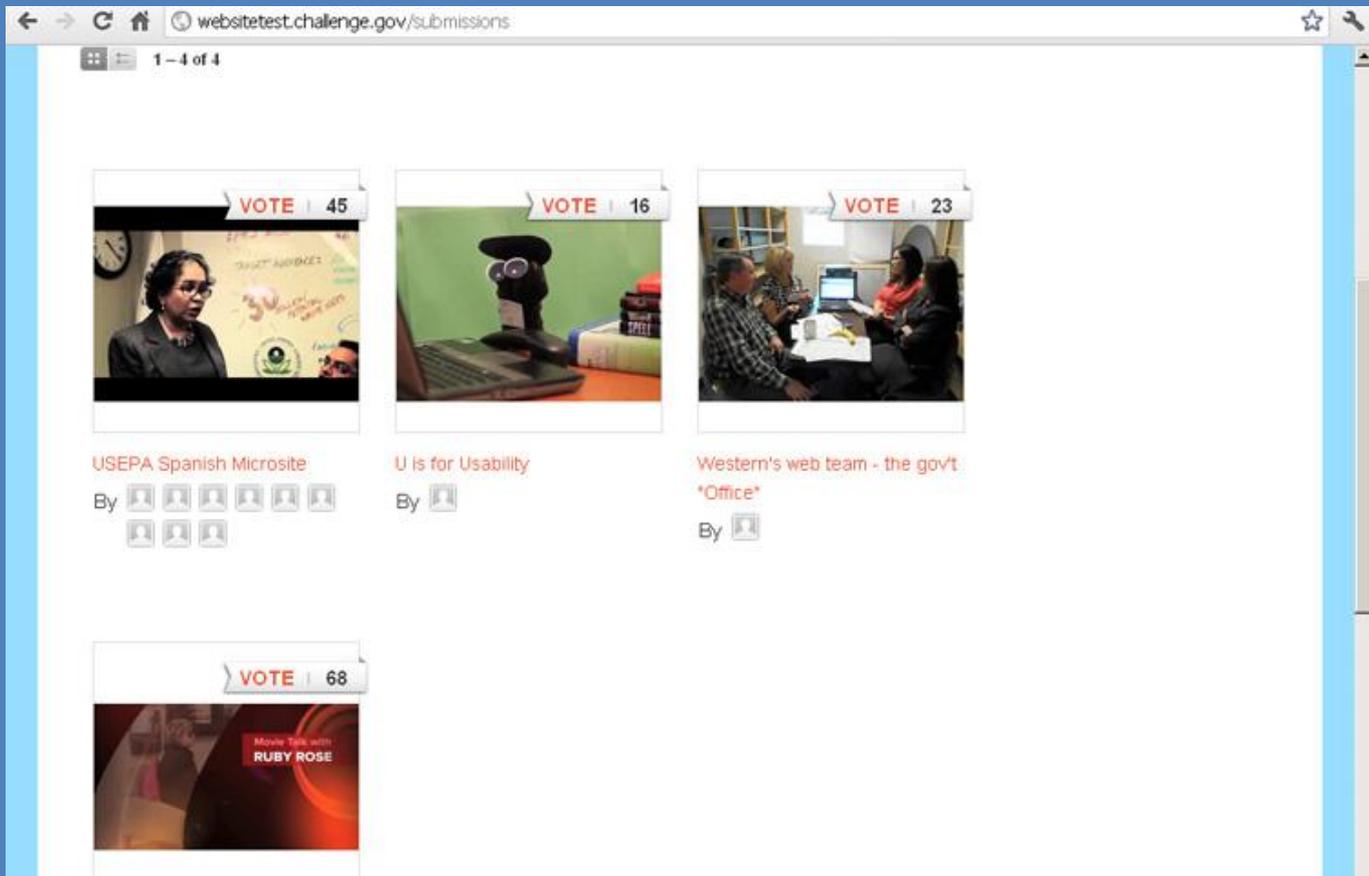
Coming Up Next...



April 6



April 18



First Fridays Challenge

Website.challenge.gov/submissions

We could use your support

- Participate in FF
- Identify program opportunities
- Advocate for Customer Experience



... and let us help you.

Your agency URL here!

Contact Info

Kristal Byrd

Enterprise Web Management

202-501-4409

firstfridays@gsa.gov

@GovNewMedia